

Brendan P. Lincoln

xxx.xxx.xxxx (C) ♦ e-mail
Relocating to xxxxxx in Fall of year

Ambitious customer service/marketing professional seeking the ABC Company Mass Sales Coordinator position in order to have the opportunity to leverage existing product/industry knowledge combined with communication, leadership, and sales management skills to support the Sales Team in attaining monthly and annual sales goals.

Customer Service Skills Profile

Customer Focus: Consistently employs a professional, assertive focus on delivering proactive, timely, quality customer care and information.

Communication/Leadership: Utilizes well-developed interpersonal and leadership skills with the ability to connect with customers and colleagues, in person and over the phone. Reliable, working as a positive, contributing member of a team while also serving as an independent contributor.

Analytical/Organizational Skills: Possesses analytical skills, capable of utilizing existing and new tools to evaluate current data and conduct forecasting analysis. Well-honed organizational skills illustrated by the ability to manage multiple projects simultaneously in a changing environment, assessing priorities and ensuring all follow-up is completed and timelines are met.

Computer skills: Microsoft Word, Excel, Access, PowerPoint and Outlook; AS400; and proprietary ordering systems, with the ability to quickly learn new applications.

Customer Service / Sales Experience

XYZ COMPANY, City, ST year to Present

Senior Customer Service Representative (month/year – present)

Customer Service Representative 1 (month/year – month/year)

- ♦ Serves as liaison for Mass Retail Accounts. Keeps retail store information current and meets with store coordinators to discuss updates and product/policy changes.
- ♦ Selected to design a pilot program that investigates and selects best options from improving company's Talent Recruiting, including college and professional job fairs and university-relations opportunities.
- ♦ Represents customer service group in cross functional meetings and seminars.
- ♦ Utilizes customer-first written and verbal communication skills to sell equipment and parts and provide phone support to consumers, dealers and retailers. Understands and follows warranty, return and no-charge parts policies when responding to and resolving customer questions and issues.
- ♦ Serves as trainer for seasonal employees, providing product/service information, support and guidance.

PROFESSIONAL SPORTS TEAM, City, ST

year to year

TSR/Ticket Sales Representative

- ♦ Sold a variety of ticket options, focusing on Group Sales to non-profit organizations and schools.
- ♦ Maintained detailed sales plan for individual and group ticket sales.
- ♦ Coordinated large scale events working successfully with multiple departments, including Community Relations, Marketing and Retail.
- ♦ Worked across multiple departments to create client's special event night, showcasing the organization to help it attain additional visibility and funding.

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Additional Experience

- COLLEGE STUDENT RECREATION & WELLNESS CENTER, City, ST year
Recreation Assistant
- ◆ Interacted with patrons while operating equipment front desk and handling equipment rentals.
 - ◆ Worked with Equipment Manager to learn equipment maintenance and the selection/buying process; actively involved in weight-room layout design.
- COLLEGE ATHLETICS, CITY, ST year
Volunteer Operations Assistant/Supervisor, OU Hockey Team
- ◆ Worked as team member ensuring smooth game day operations, crowd management and guest relations; lead in-game activities and promotions.
- SPORTS STORE, City, ST year
Sales Associate
- CITY OF XXXXXX, ST Summer year
Grounds Maintenance, Parks & Recreation Department
- ABC DESIGN (*Architecture Firm*), City, ST Summer year
Intern
- SMITH & ASSOCIATES, (*Engineering Consulting Firm*), City, ST Summer year
Intern

Education / Training

- UNIVERSITY, City, ST, year
B.S. in Sports Management
- ◆ As President of student organization for Sports Administration majors, led planning and execution of large events, including guest speaker dinners, new student orientation meetings and fundraising.
 - ◆ Served on Athens Youth Council Advisory Board, tasked with developing first-ever organization focused on youth activities in Tallmadge.
 - ◆ Elected as Field Captain of OU's Ultimate Frisbee Team, xxxx – xxxx; responsible for new member recruitment and coordinating team tournament trips, including hotels and transportation.

Volunteer / Leadership Experience

- Participant*, BIKE FOR THE CURE, City, ST year
- ◆ Raised \$1000+ to benefit the American Diabetes Association.
- Volunteer*, PROFESSIONAL PLAYER'S SKILLS ACADEMY, City, ST year
- ◆ Provided facility and operations support while working directly with players and coaches.
- Programming Volunteer*, FIRST TEE OF CITY, City, ST year
- ◆ Worked with children's programming helping to prepare and coordinate youth sessions.
 - ◆ Managed database for youth and volunteer registry.